



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
**ELECTRONIC BENEFITS TRANSFER
COORDINATOR**
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for implementing, coordinating and maintaining the overall compliance of the Electronic Benefits Transfer (EBT) program. Reports to the Chief of Fiscal Operations.

ESSENTIAL JOB FUNCTIONS

Ensures compliance of the EBT program with local, state, federal and vendor mandates, regulations, policies and procedures; maintains current and up-to-date on information about legislative and regulatory developments that impact the EBT program and funding availability; analyzes and interprets new information and regulations; conducts briefings; and informs and makes recommendations to departmental staff and state government officials.

Responsible for the effective supervision and administration to include budget preparation and monitoring expenditures, staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities.

Performs accounting and financial reporting functions; participates in audits, responds to audit findings and takes appropriate corrective action; prepares statistical and financial reports and logs; researches complaints and discrepancies; resolves problems; and makes referrals and coordinates EBT activities with other departmental personnel, vendors and federal, state and local agencies.

Conducts training for staff, customers and authorized representatives on EBT issuance procedures; assists with researching and verifying customer case and benefits information, updating customer EBT accounts and card status information, issuing EBT vault cards, processing EBT account deductions to repay food stamp claims and Personal Identification Number (PIN) selections and changes.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services - Knowledge of human services principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related payroll software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships – Develops and maintains cooperative and courteous relationships with employees and the public. Effectively responds to routine inquiries and disputes.

REQUIRED ABILITIES

- Coordination of Work – Ability to establish and implement effective EBT programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Financial Management - Ability to perform arithmetic, algebraic, and statistical computations. Ability to employ economic and accounting principles and practices in the analysis and reporting of data. Ability to use a calculator with speed and accuracy, perform mathematical computations such as percentages, fractions, addition, subtraction, multiplication and division quickly and accurately.
- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Business Administration, Accounting, Finance or a related field and 3-5 years of closely related experience including 1-2 years of supervisory experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.